

Rapid Re-Housing Clinic

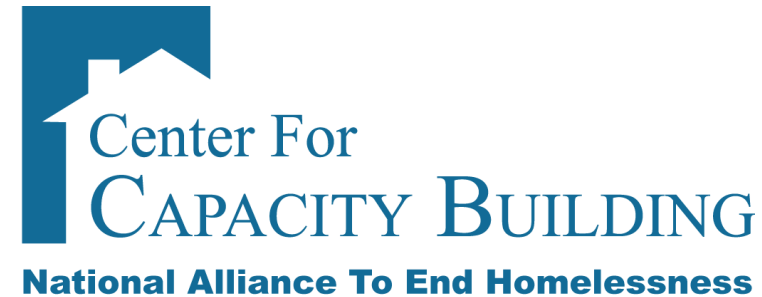
Kay Moshier McDivitt
Technical Assistance Specialist
January 5, 2015



National Alliance to
END HOMELESSNESS



The National Alliance to End Homelessness is a nonprofit, non-partisan, organization committed to preventing and ending homelessness in the United States. By improving policy, building capacity, and educating opinion leaders, the Alliance has become a leading voice on this issue.



The Alliance's Center for Capacity Building is leading the implementation of solutions that reduce homelessness in communities across the country. The Center accelerates the adoption of solutions that are cost effective, data driven, and that will ultimately accomplish the goal of ending homelessness.

Agenda

AGENDA

1. Welcome and Introductions
2. Rapid Re-Housing Role Play
3. Rapid Re-Housing Overview
4. Rapid Re-Housing Core Components
 1. Barrier Assessment
 2. Housing Identification
 3. Rent and Move-In Assistance
 4. Rapid Re-Housing Case Management and Services
5. Program Design
6. Systemic Rapid-Rehousing
7. Next Steps
8. Wrap Up

Introductory Exercise

Name

Organization

Role

“One concern/question I have about rapid re-housing is...”

“The challenge for our community implementing rapid re-housing is....”

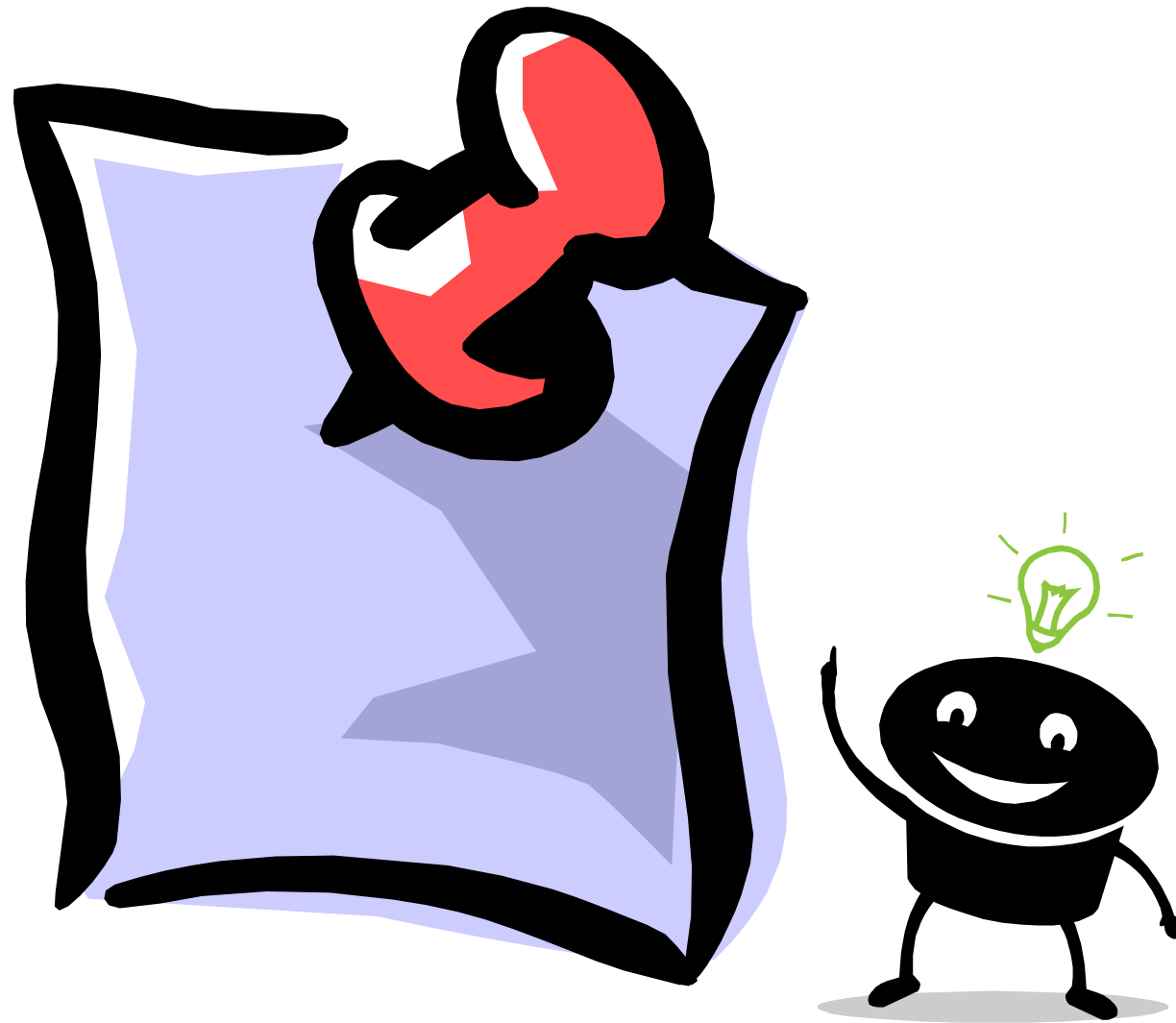
Game Instructions

Rapid Re-housing Simulation

- Randomly take a role packet
- Step 1: read your role
- Step 2: Observer role prepares to take notes to report back
- Simulation role play begins with step 3 on your instructions.
- Each interview will be timed for 5 minutes and 1 minute to complete score sheet before moving on to next step
- At the end of the interviews, the Observer role will compile all of the scores on the master score sheet to report back

Break

AHA Moments



Rapid Re-Housing Overview

HEARTH Act

GOAL:

HEARTH Act – 30 days or less from
Homelessness Into Permanent Housing

REALITY:

Housing location and placement process
should begin as soon as person has
been assessed and prevention and
diversion have been eliminated

What does rapid re-housing mean?

Rapid: (Adj.) Moving, acting or occurring at a great speed

Re-housing: (Verb) Provide (someone) with new housing.

Web definitions of rapid re-housing:

Approach that focuses on moving individuals and families that are homeless into housing as quickly as possible

Why Rapid Re-Housing?

The Rational

Housing First: People experiencing homelessness deserve housing FIRST, without any precondition

Maslow's Hierarchy of Needs: Survival and safety needs will drive behavior until these needs are met. Only then can a person focus on other “higher” needs

Crisis/Stress Biology: The neurohormones released during stress drives people to unconsciously prioritize short term rewards; the prefrontal cortex, responsible for used in long term planning, is over-ridden.

Why Rapid Re-Housing?

The Results

- Reduced length of shelter stays frees up crisis beds for others in need
- Reduces the negative impacts of long-term homelessness
- Improves household outcomes

Things to Keep in Mind

- Households experiencing homelessness are not significantly different than other poor families.
- Majority experience homelessness due to a financial or other crisis
- Prolonged exposure to homelessness has a significant negative impact on adults and children

Is rapid re-housing for everyone?

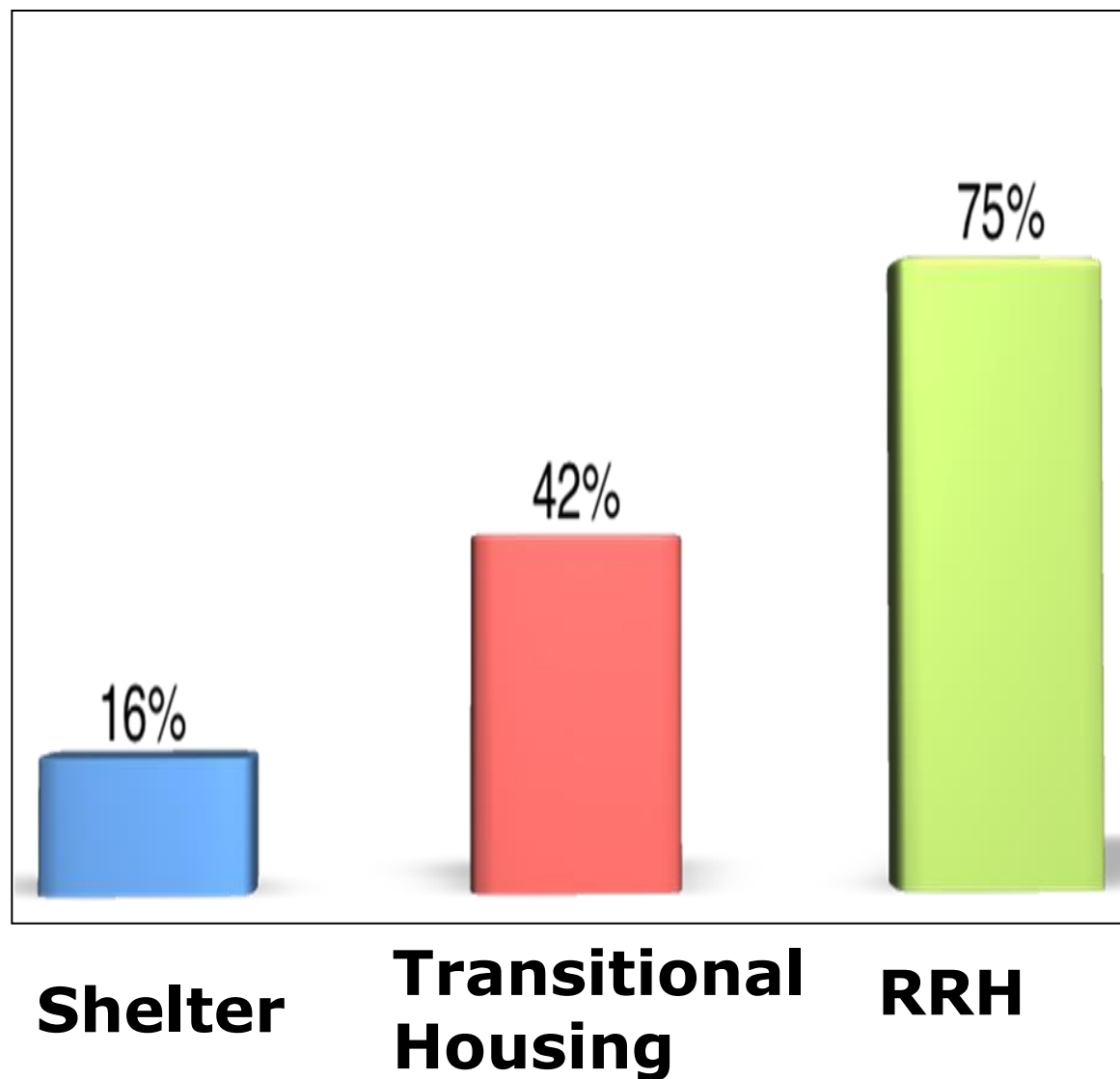
Theory of why you try rapid re-housing interventions with everyone:

- Hard to tell who will and who won't be successful
- No assessment for client resiliency
- Not a “one size fits all”, program flexibility
- Progressive Engagement

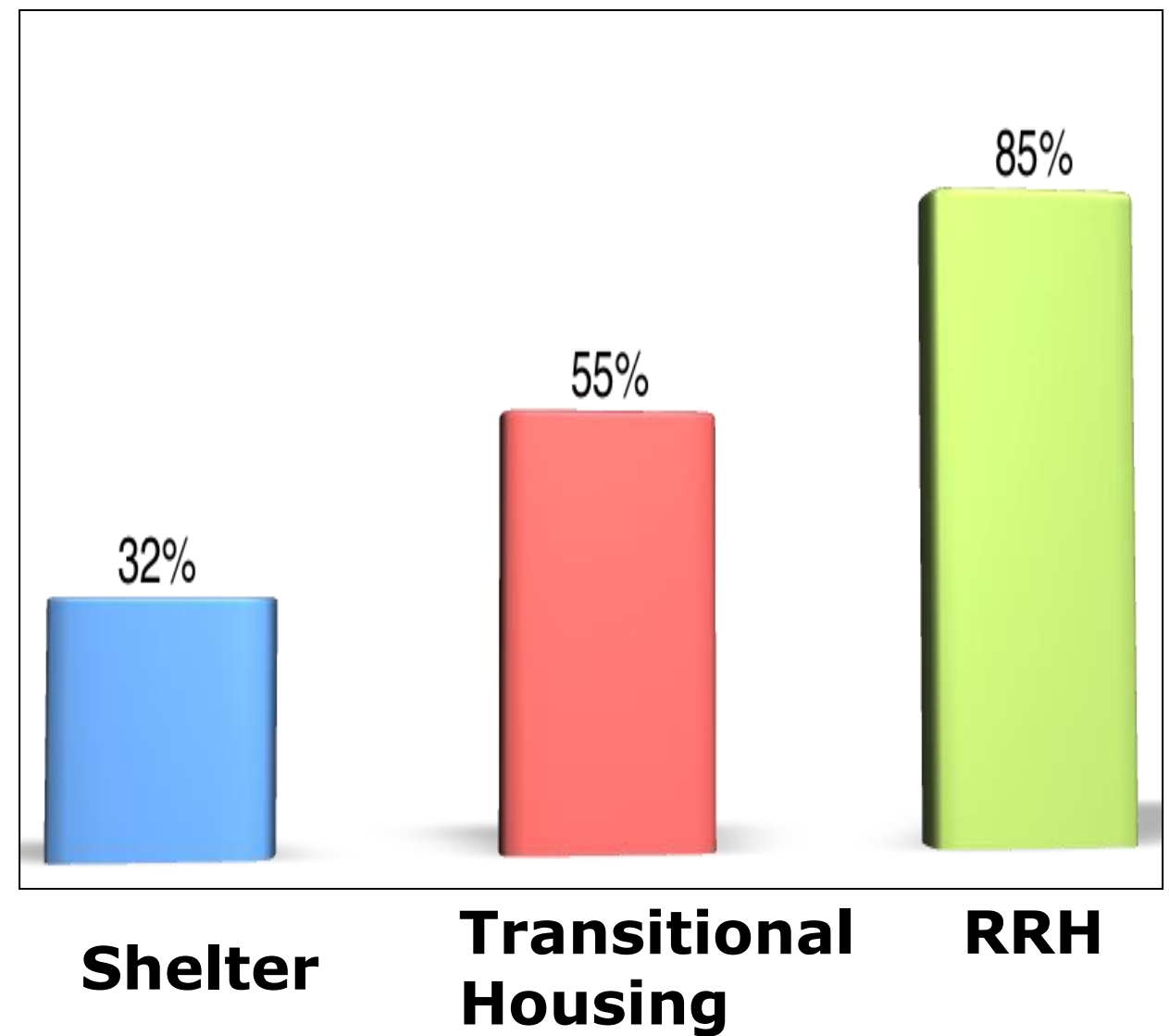
**How do we know rapid
re-housing works?**

Average Rate of Exits to Permanent Housing

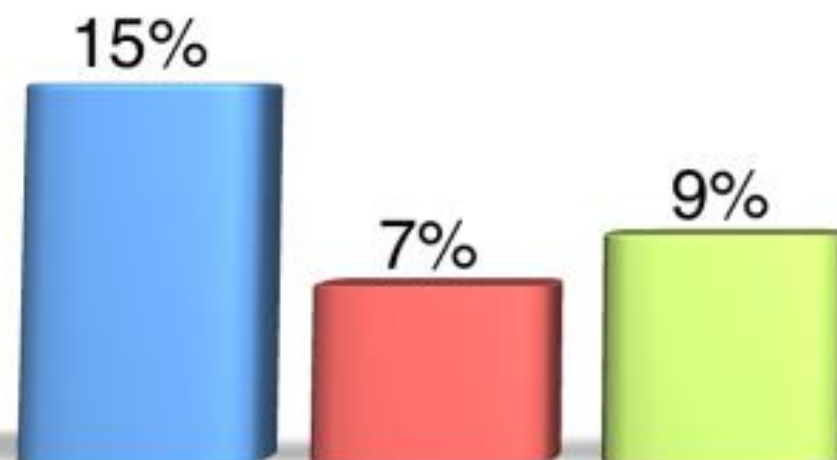
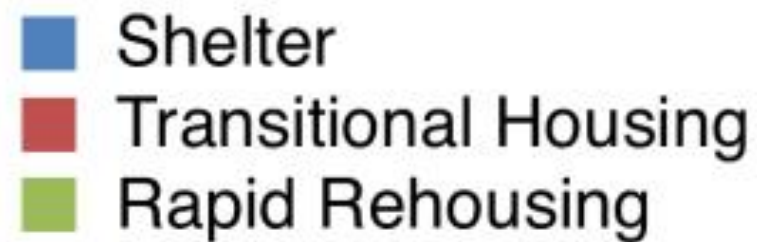
Singles



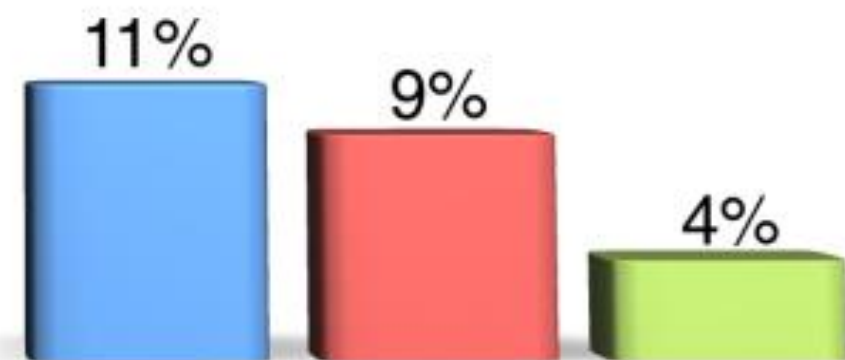
Families



Rate of Return Within 12 Months

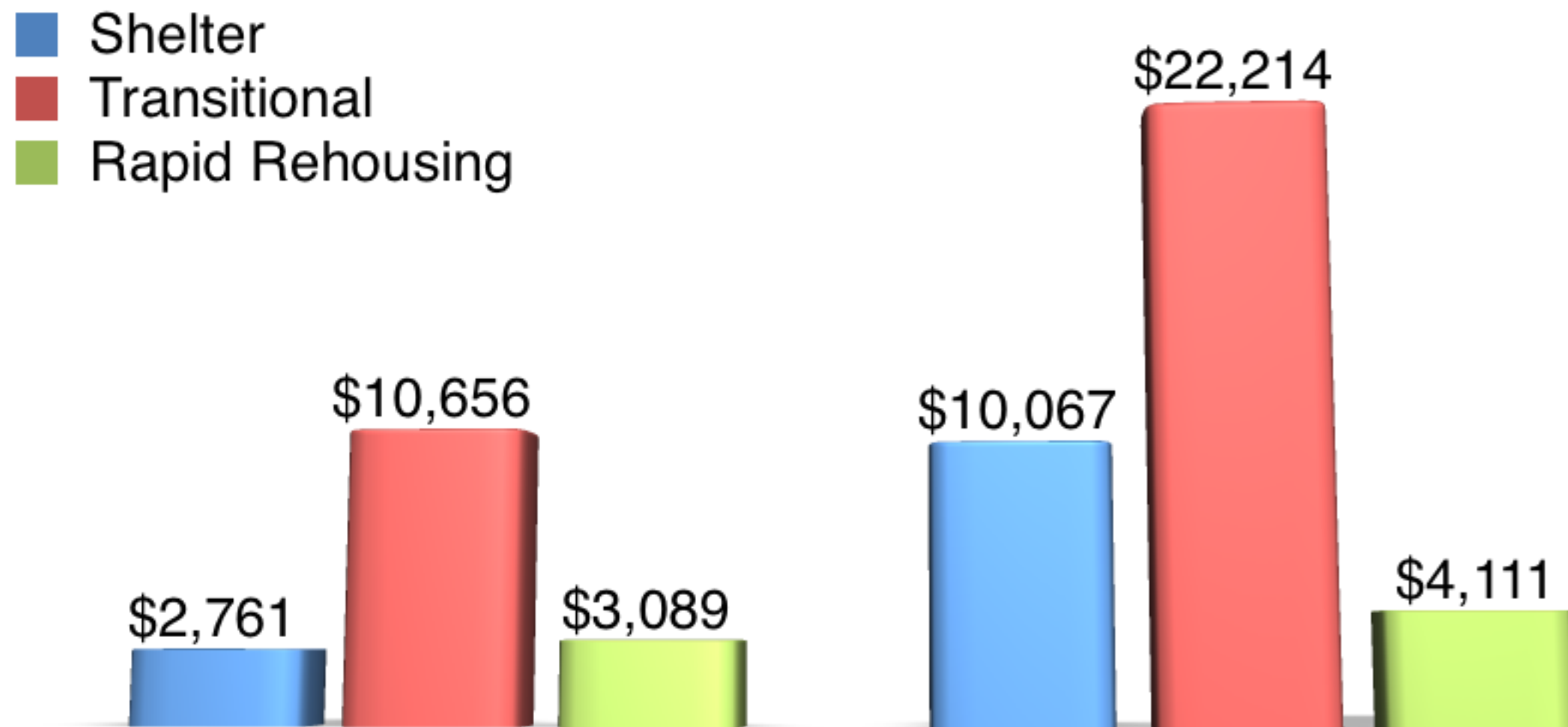


Singles

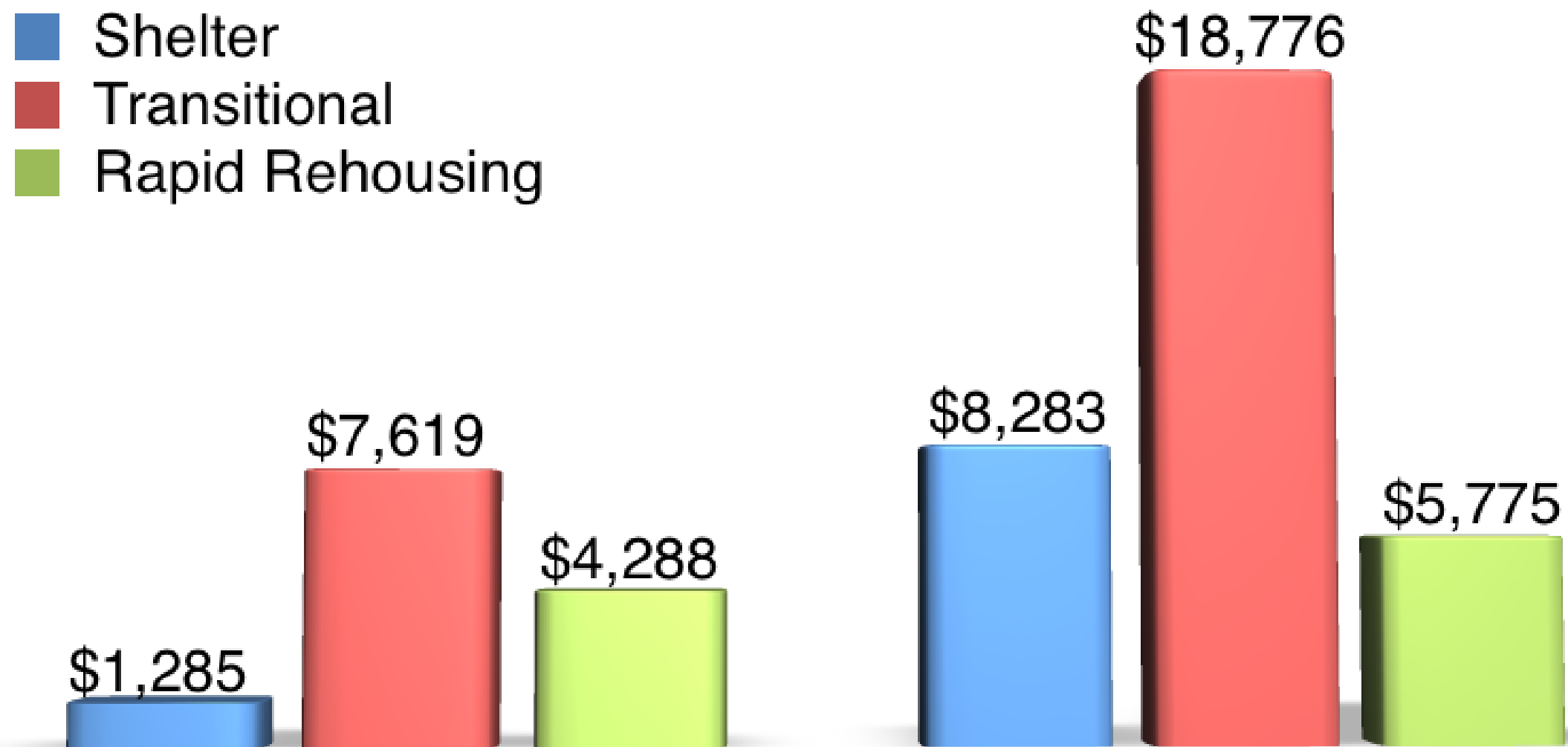


People in Families with Children

Average Cost Per Exit and Per PH Exit Families



Average Cost Per Exit and Per PH Exit Singles

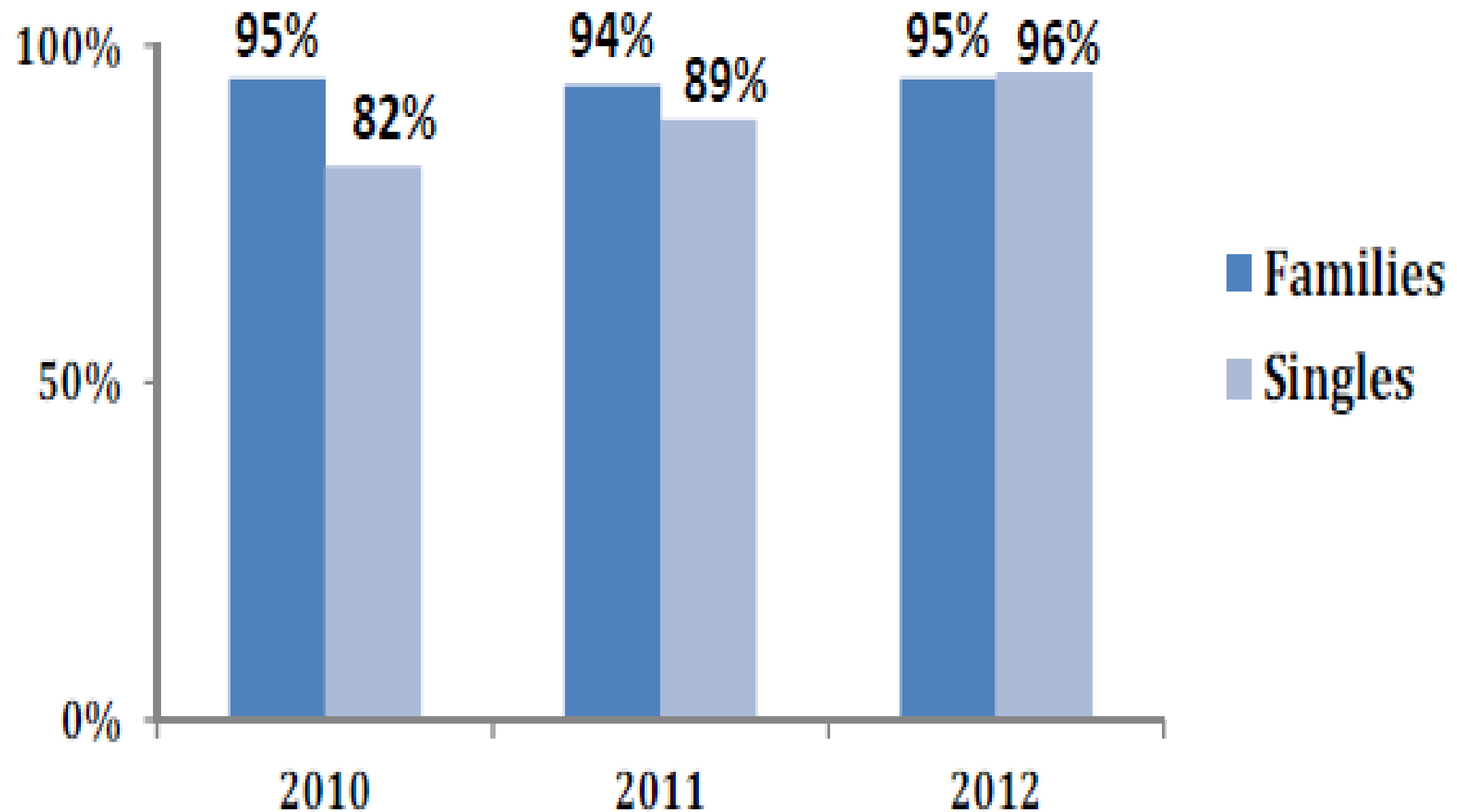


2013 Georgia Study on Recidivism

- Persons exiting ES and TH were at least 4 times more likely to become homeless again than persons from RRH programs
- Persons with a history of homelessness 2.6 times more likely to become homeless again
- Persons temporarily housed after their program enrollment were 1.9 times more likely to return than those who were permanently housed

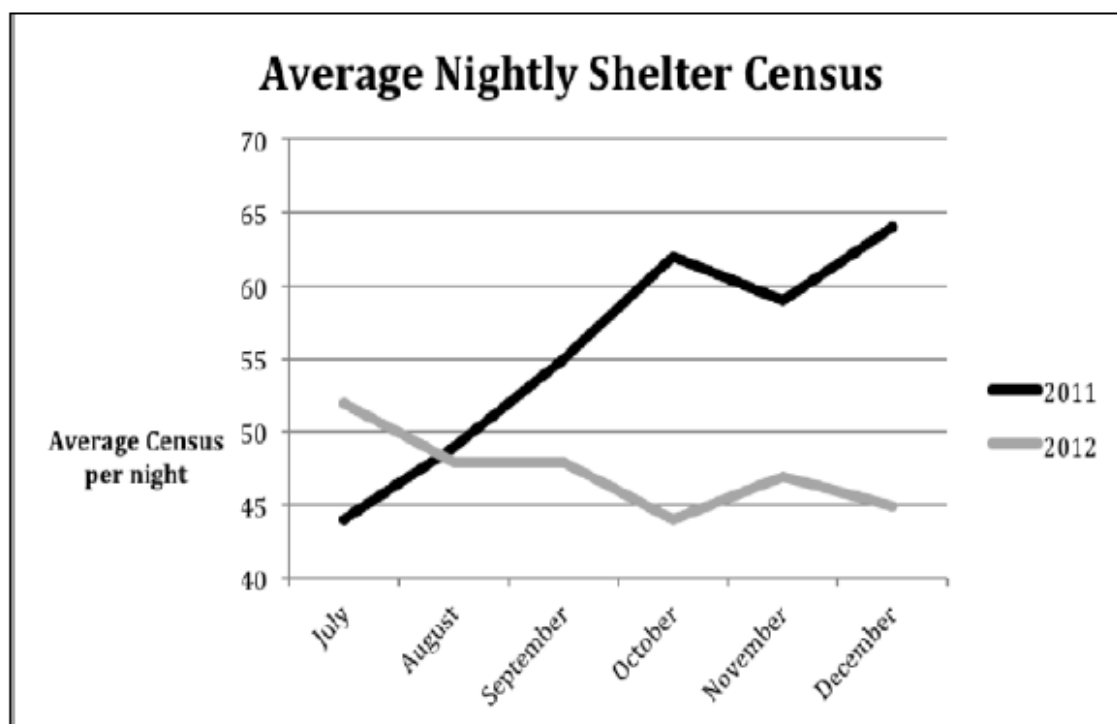
What about Connecticut?

Three years later, did Rapid Re-housing work in Connecticut? October 2013



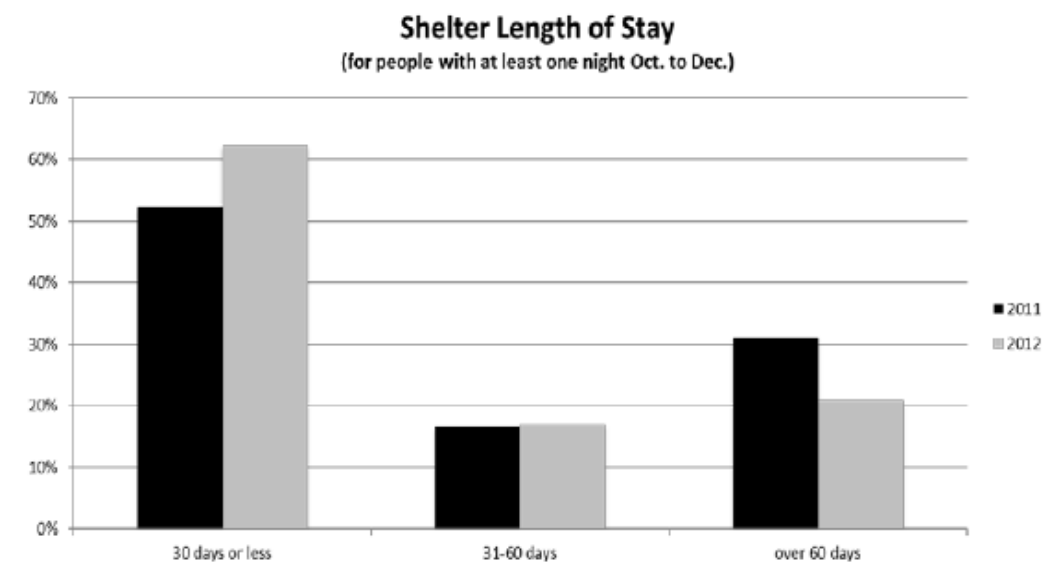
What about Connecticut?

Three years later, did Rapid Re-housing work in Connecticut? October 2013



Source: New London Homeless Hospitality Center, 2012

Figure 2: Length of Stay as Impacted by Rapid Re-Housing



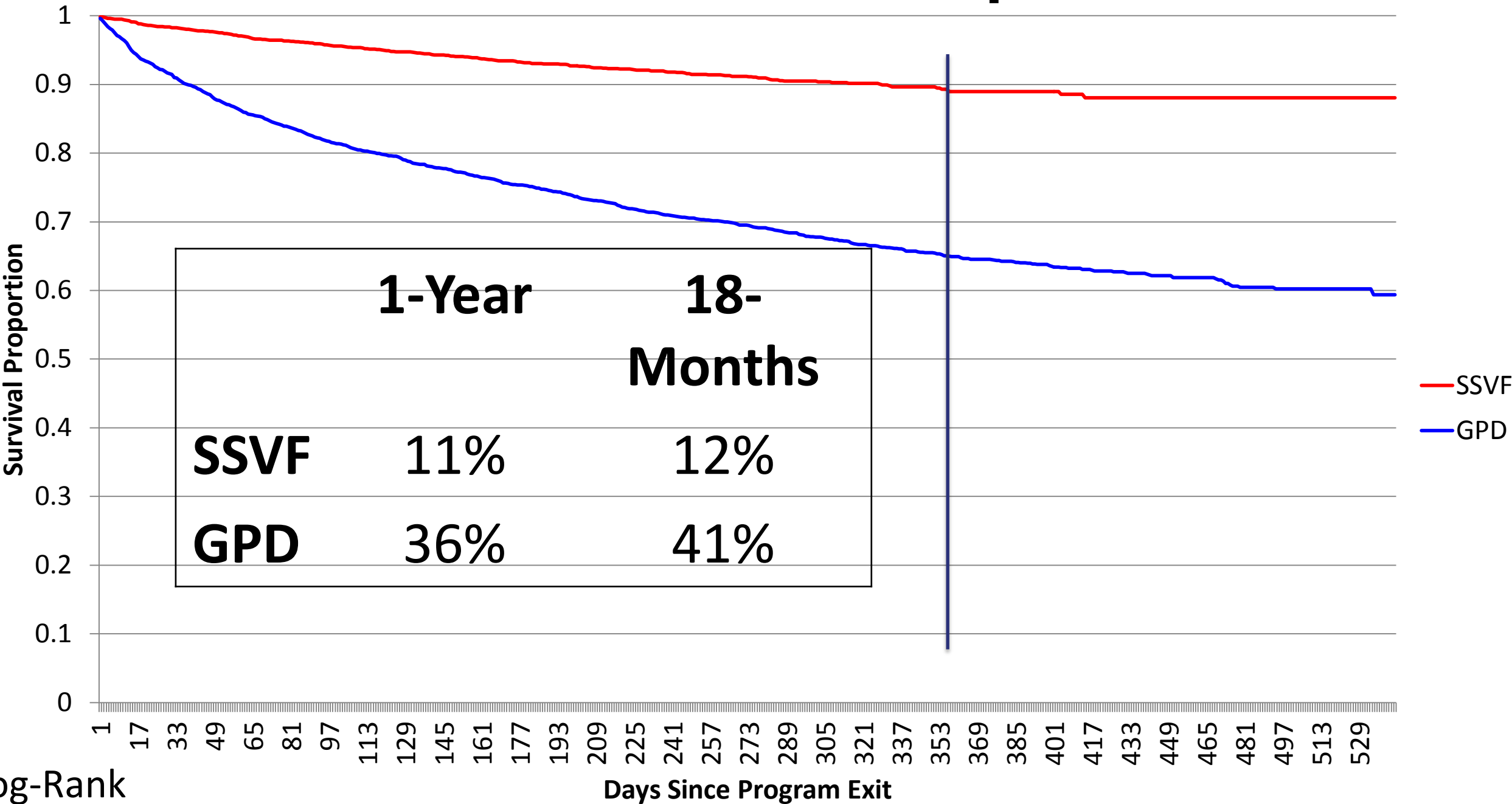
Source: New London Homeless Hospitality Center, 2012



The National Center on Homelessness Among Veterans

Promoting data-driven, evidence-based solutions to end Veteran homelessness

SSVF-GPD Comparison



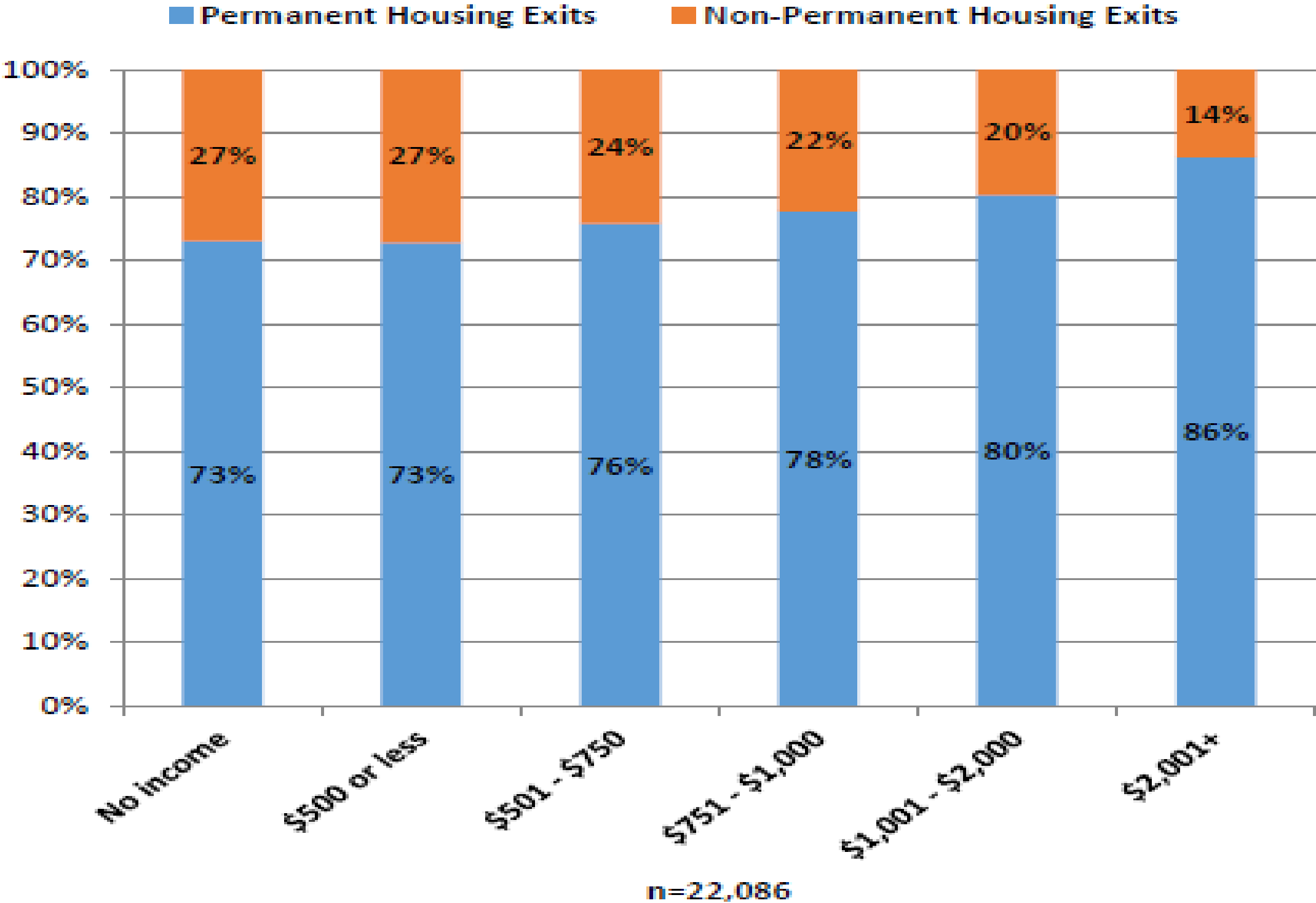
Log-Rank
Chi-Square 424.7
;p<.0001



The National Center on Homelessness Among Veterans

Promoting data-driven, evidence-based solutions to end Veteran homelessness

Exhibit 21: PH Success Rates by Monthly Income at Program Entry Among Veterans Served, Excluding VASH Exits, FY 2013¹⁴



Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

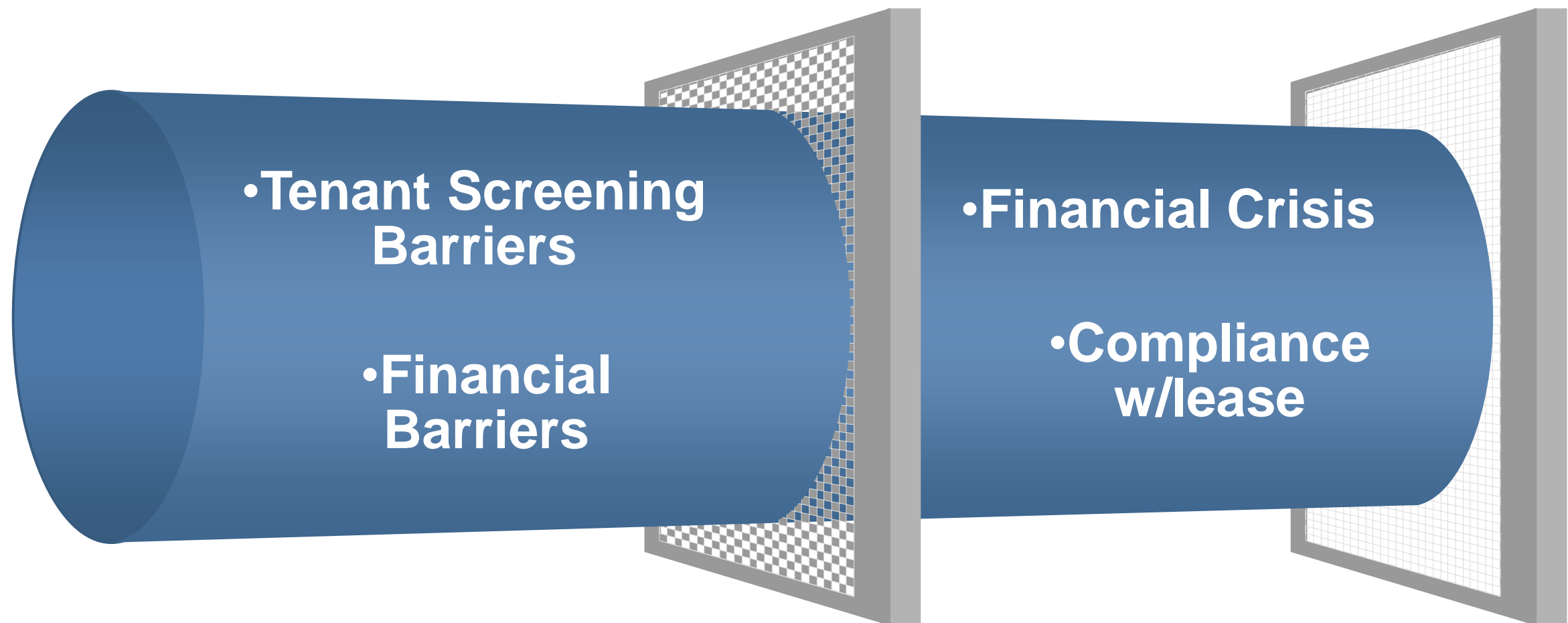
Rapid Re-housing Case Management and

LUNCH

How To: Barrier Assessment

Obtain Housing

Maintain Housing

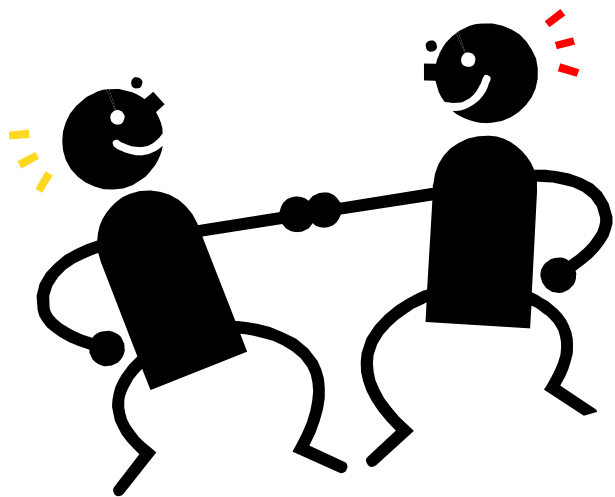


Path to Housing Stability

Activity:

Identify Housing Barriers

Pick a partner



High Barrier

Barriers

- Zero income, no savings, periods of unemployment
- Serious substance abuse, mental illness
- Multiple homeless episodes
- Serious criminal history
- Multiple evictions, bad credits

Services

- Housing start-up financial assistance, last months rent
- Time-limited rental assistance
- Housing search assistance, staff accompaniment to landlord interview
- Weekly home visits for two months, reducing in frequency after that, unannounced drop-ins
- Up to 12 months of services

Moderate Barrier

Barriers

- Zero to extremely low-income, no savings, inconsistent employment
- Substance abuse, mental illness that somewhat impacts lease requirements
- Minor criminal history
- Previous evictions, poor credit

Services

- Housing start-up financial assistance
- Time-limited rental assistance
- Some ongoing housing search assistance
- Weekly home visits for 2 months, reducing in frequency
- Up to 9 months of services
- Landlord offered 6 months of access to program staff

Low Barrier

Barriers

- Very low-income, no savings
- No criminal history
- No evictions, landlord references fair, good credit, some late payments

Services

- Time-limited rental assistance
- Initial consultation for housing search
- Home visit after move-in
- Services for 3 months
- Landlord given program contact information

Things to Keep in Mind

- Households experiencing homelessness are not significantly different than other poor families.
- Majority experience homelessness due to a financial or other crisis
- Prolonged exposure to homelessness has a significant negative impact on adults and children

Core Components of Rapid Re-Housing

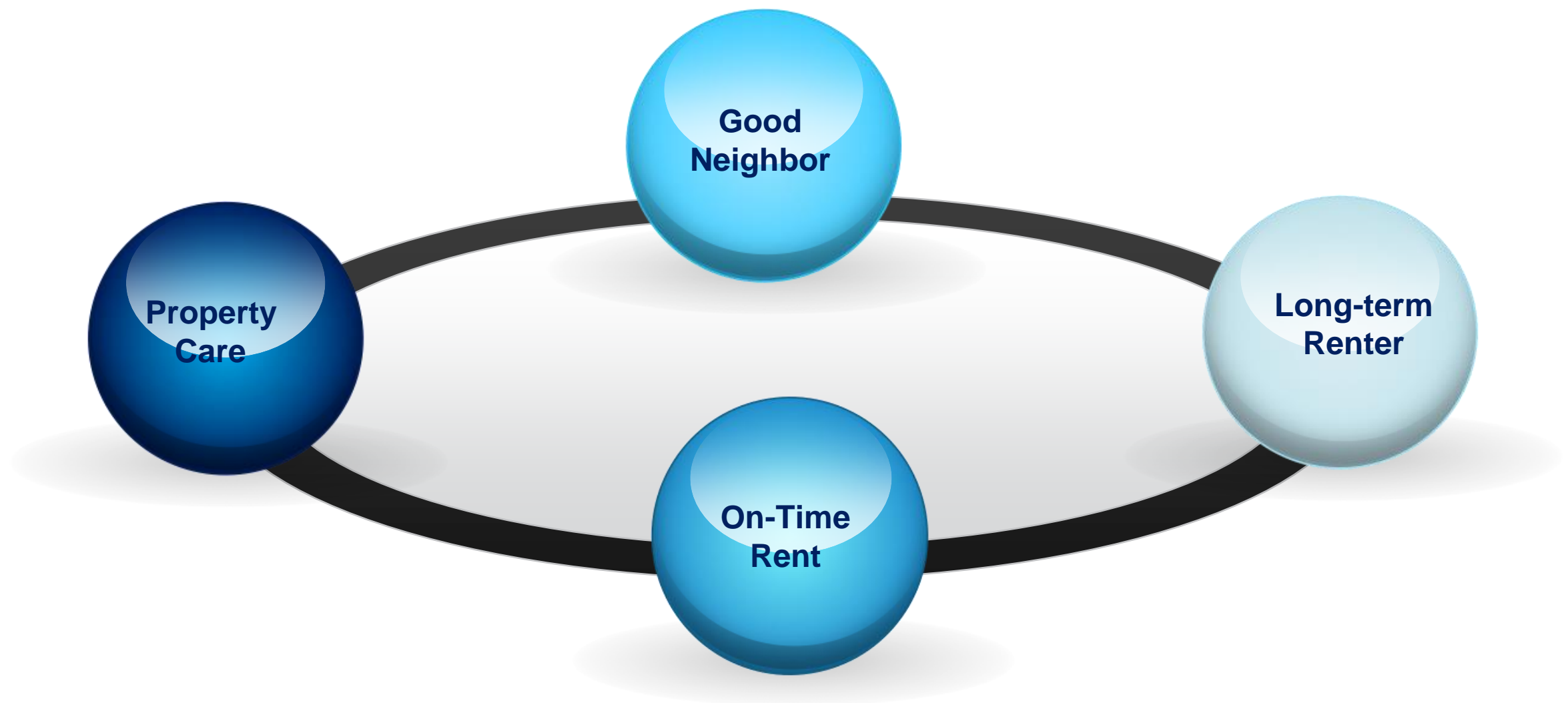
Housing Identification

Rent and Move-In
Assistance (Financial)

Rapid Re-housing Case
Management and Services

- Recruit landlords
- Address potential barriers to landlord participation such as concern about short term nature of rental assistance and tenant qualifications
- Assist households to find and secure appropriate rental housing.

Four Things Landlords Want



Creativity is Key

Identification of all opportunities

- Be Bold and Realistic
- Shared Housing can be Good Solution



Leave No Stone Unturned

Diversify Your Methods for Outreach to Landlords

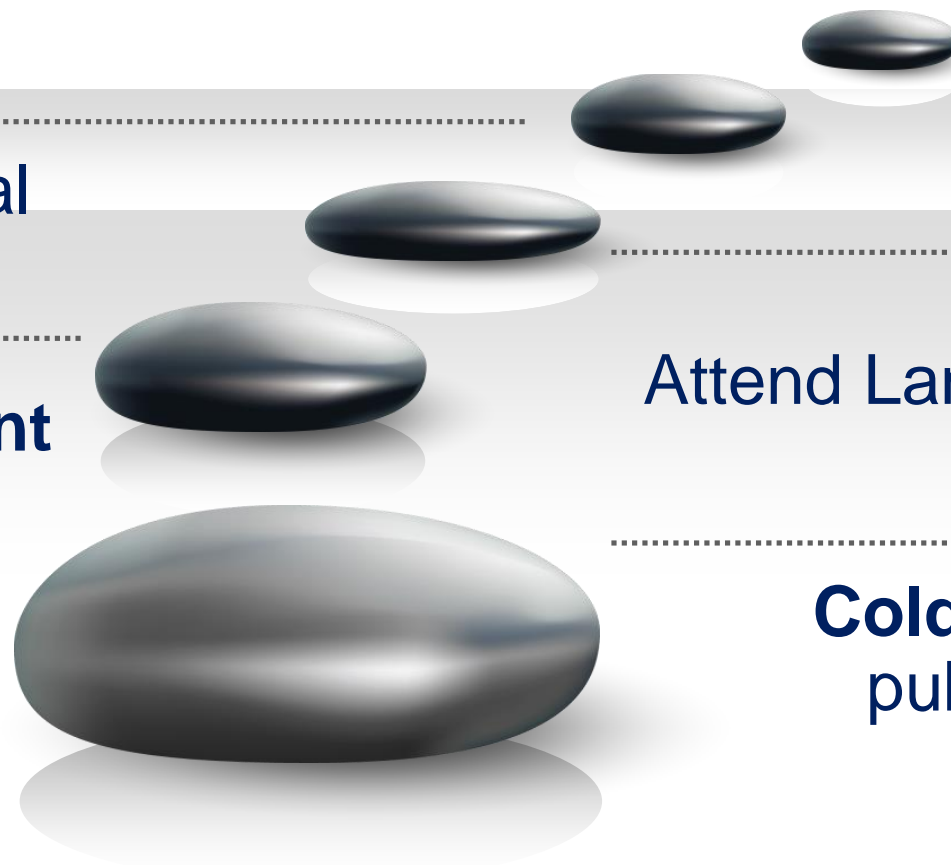
Direct Mail to Potential Landlords

Host a Landlord Event

Attend Landlord **Networking Meetings**

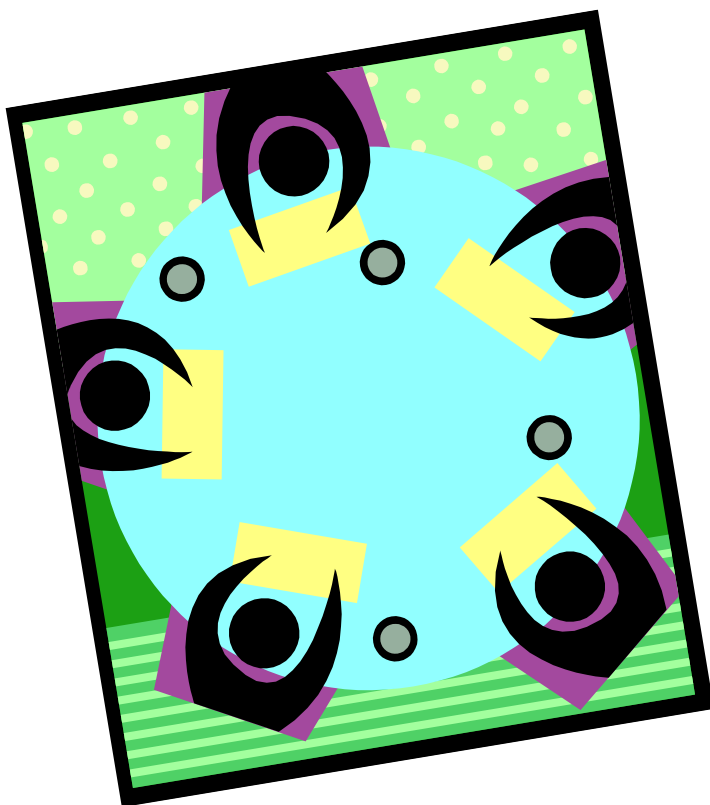
Cold Calls based on rental signs, publications and internet listings

Word of Mouth Referrals



Activity:

Landlord marketing and incentives



Core Components of Rapid Re-Housing

Housing Identification

Rent and Move-In Assistance (Financial)

Rapid Re-housing Case Management and Services

- Provide assistance to cover move-in costs, deposits, and the rental and/or utility assistance (typically six months or less) necessary to allow individuals and families to move immediately out of homelessness and to stabilize in permanent housing.

Basic Tenets

- Assistance is short term
- Assistance should be the minimum amount necessary for each household
- Flexible and individualized assistance
- Leverage all resources

Rent and Move-In Assistance

- Don't forget about consumer resiliency
- Remember, the subsidy is to pay for housing, not alleviate poverty
- Don't count on client receiving a permanent subsidy afterwards
- Progressive Engagement

Progressive Engagement

Housing

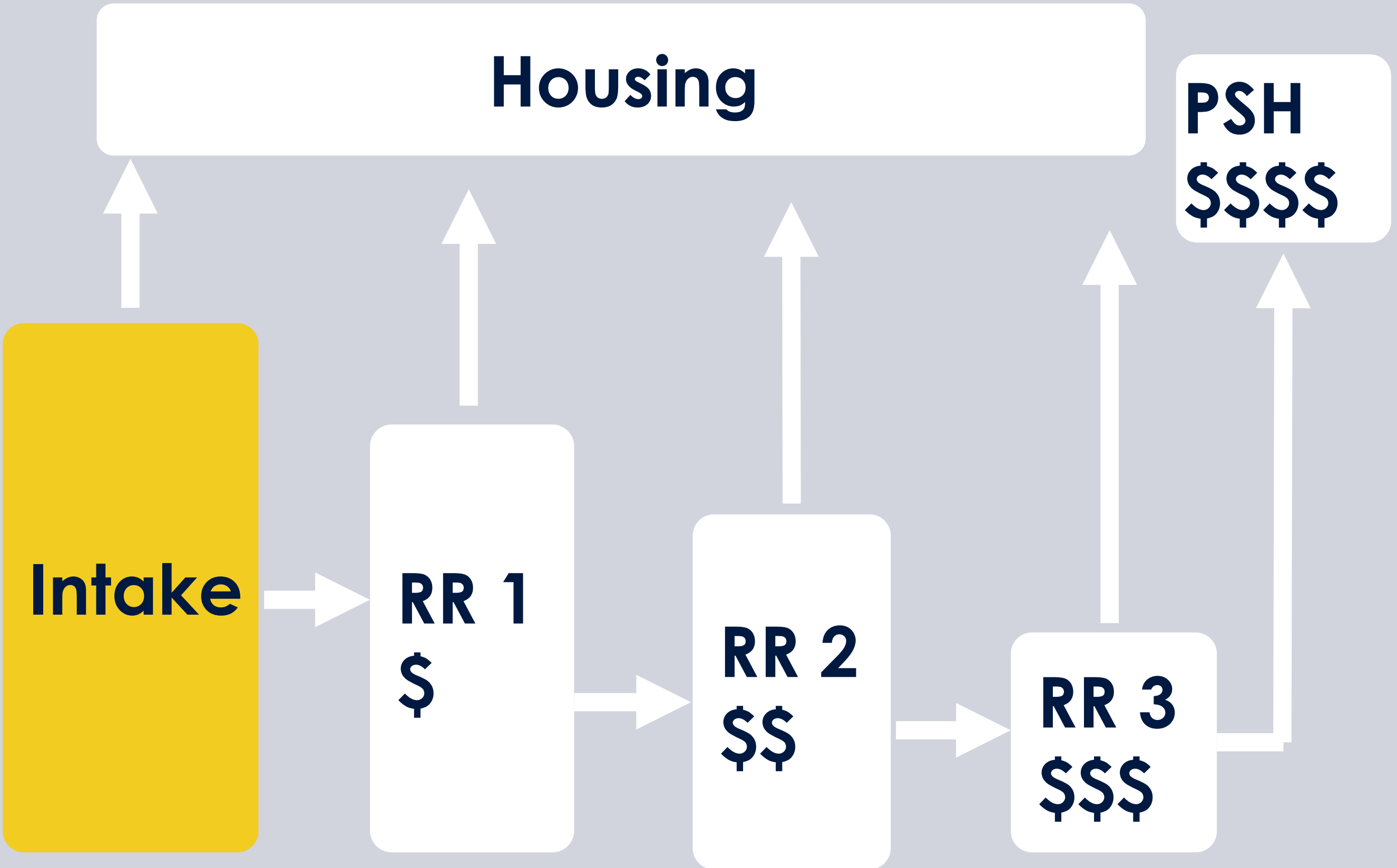
PSH
\$\$\$\$

Intake

RR 1
\$

RR 2
\$\$

RR 3
\$\$\$



Progressive Engagement Example

Salt Lake City/County Utah

- Served 1000+ families October 2009 - January 2013
 - Average length in the program is five months
 - Average amount spent per family is \$4,900 (includes financial assistance and all overhead costs)
- Targets all families in shelter or living on the streets
- LOS in shelter reduced from 71 days to 26 days
- 87% of families never returned to shelter

Core Component: **Rapid Re-Housing Case** **Management and** **Services**

Home Based Housing Stabilization
Services

Core Components of Rapid Re-Housing

Housing Identification

- Help households find permanent housing and negotiate lease

Rent and Move-In Assistance (Financial)

- Help resolve issues that impede access to housing

Rapid Re-housing Case Management and Services

- Provide time-limited services that help households stabilize in housing
- Be available to help resolve crises
- Connect households to resources to help them achieve short and long-term goals
- Services are client-directed and voluntary

At your table:

Develop a plan for your assigned household

Home-Based Stabilization Services

WHAT DOES MY LEASE SAY?

About this tool: This tool provides clients with a way to summarize, in their own words, the lease violations that could result in eviction. However, it's recommended that clients consult with someone qualified (i.e., their housing advocate or case manager) to help them interpret the lease language. Many housing advocates have found this to be a particularly important exercise for clients. They have found that a number of problems can be prevented simply by making sure clients understand the rules.

Directions: Bring a copy of your lease to your case manager so that you can review it together. Use this worksheet to write down the rules about your lease, and keep it in your files so you can review it if you need to. It is important that you understand your lease, because if you break any of the rules, you could be charged extra fees or even evicted.

PAYING FOR MY APARTMENT

How much rent do I pay each month?	
When is my rent due each month?	
Where do I send my rent payment?	
How much is the damage/security deposit?	
If the rent is late, is there a late fee? How much is the late fee?	
When does the landlord start charging a late fee?	
If my check bounces, does that mean it's a late payment?	
When does the landlord start eviction if the rent is not paid?	
What utilities do I have to pay?	
What else do I have to pay? (For example, extra charge for pets, garage, laundry, key deposit, service fee if my check bounces?)	

- Tenant responsibilities
- Living arrangements
- Neighborhood familiarity
- Benefits and employment
- Healthy boundaries
- Resourcefulness
- Others?

Housing Stabilization Case Management

Focus on client needs/client choice for housing stabilization

Services are:

1. Client Driven with Voluntary Participation
2. Housing Retention Focused
3. Home Based
4. Collaborative and Network Building

Key to Success: Client Engagement

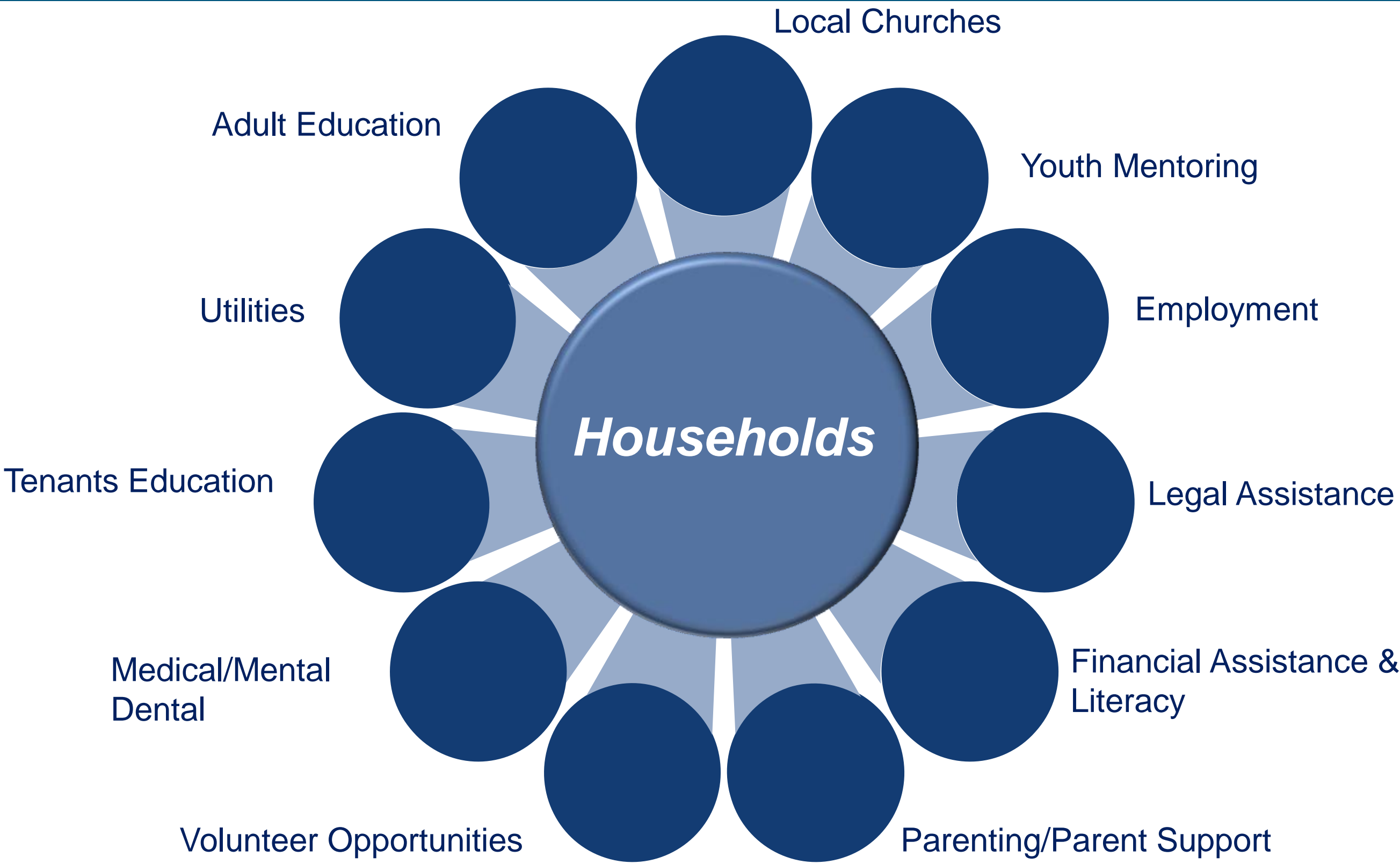
Thinking About Plans and Visits

When visits occur (not how often)

Identification of household strengths

Client identified goals for how they plan to retain housing

Mainstream Community Connections



Program Design

Staffing

Housing Locator

Role



- Understands the needs and concerns of landlords
- Identifies housing resources and recruits landlords
- Helps participants identify their housing needs
- Knowledgeable about landlord-tenant law

Staffing

Stabilization Case Manager



Role

- Provides case management during and after housing placement
- Links clients to mainstream and community resources for stabilization
- Helps client identify strengths to retain housing and behaviors that contribute to housing instability
- Home-based visits

Program Outcomes and Data

1. Length of time it takes to re-house participants, from homeless episode (entry into shelter system) to exit to permanent housing
2. Permanent Housing Exits – percent of households who remain in permanent housing at exit date from the RRH program
3. Housing Stability – percent of households in permanent housing at exit who return to homelessness in 12 months of exit
4. Efficiency – Program cost (including all program costs) per household served

Program Policies

1. Services in a rapid re-housing program are voluntary. RRH providers cannot require that program participants engage in services unless required to do so by their funding source.
2. Leases that program participants obtain are the same as leases that renters in the community obtain.

System-Wide Rapid Re-housing

Collective Impact

- Common Agenda
- Shared Measurement Systems
- Mutually Reinforcing Activities
- Continuous Communication
- Backbone Support Organizations

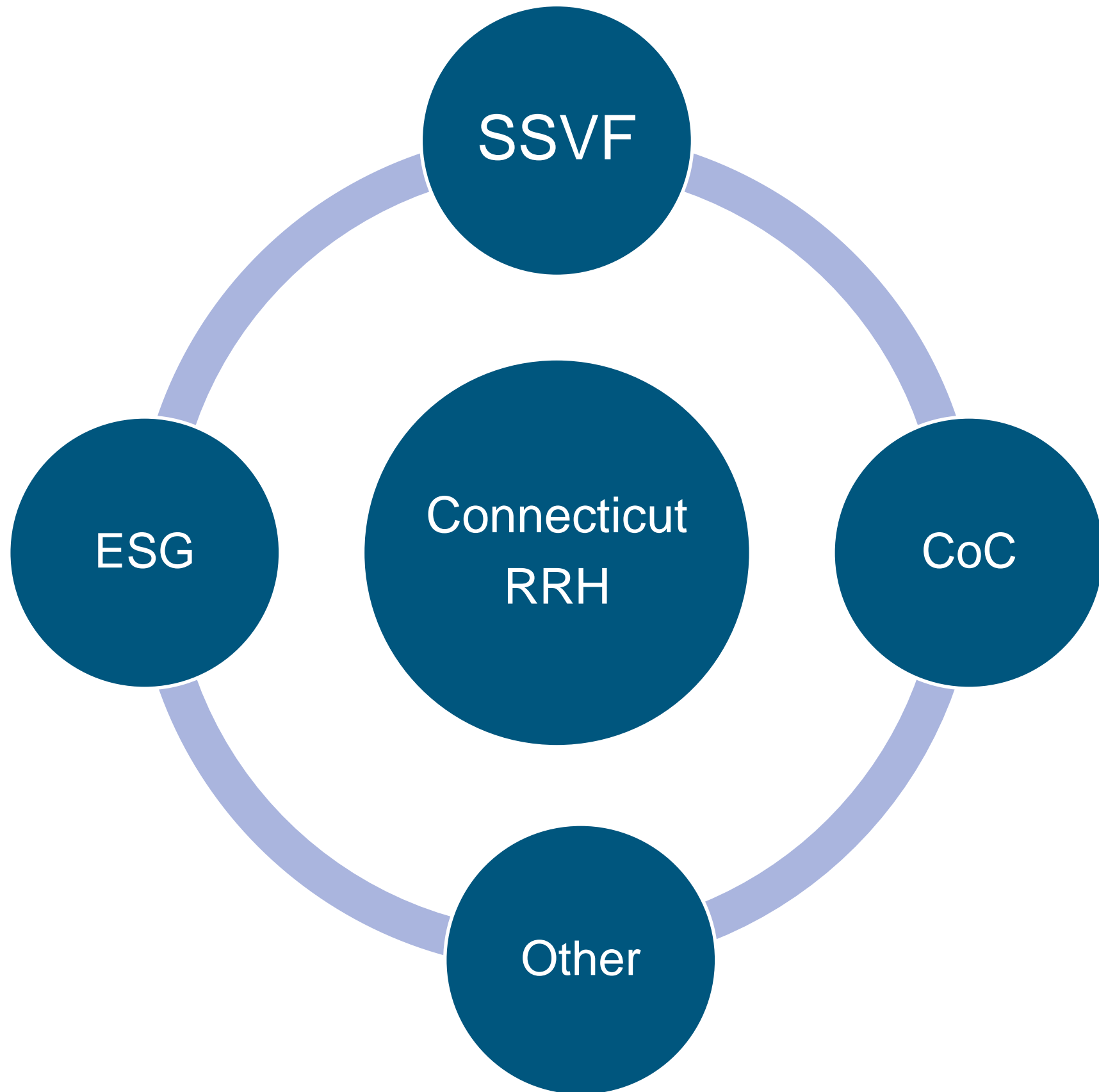
...individuals and families who become homeless return to permanent housing within 30 days.

...homelessness will be rare, brief, and non-recurrent.

Resource Allocation

Where do your \$\$ go?: Reallocation

- Assessment of Inventory of strategies
- Data on cost per intervention per permanent housing exit
- Agreement from providers to serve only people referred to them through coordinated assessment
- Housing focused interventions
- A resource allocation strategy – which includes a strategy for re-allocation to cost effective interventions
 - Right sizing your system



Activity

At Your Table

Identify 4 potential resources your community or organization can leverage to expand RRH resources



Funding for Rapid Re-Housing

Traditional Homelessness Funds:

- Emergency Solutions Grants
- SHP/Continuum of Care – Focus on RRH
- Retooling existing CoC funding TH programs

Other Government Sources:

- TANF
- CDBG
- HOME
- Housing Trust Funds
- State/local funding
- EFSP (FEMA)
- SSVF (Veterans and their families)

Private/Other

- Foundations & private donors
- Faith community
- Businesses/BIDs

Why Should YOU Advocate?

- You're the expert on the issue!
- Policymakers will listen to you as their constituents
- Will help you achieve your mission by securing resources, improving policy, and bringing awareness to the issue
- This week is "National Call In Week"

Julie Klein
Policy Outreach Associate
National Alliance to End
Homelessness
jklein@naeh.org

What Now?

At your table, identify one challenge to implement/improve rapid re-housing and what your organization can do to address that challenge.

Q&A

To Sum It Up

Rapid Re-Housing Does:

- Reduce the length of time people are homeless
- Minimizes the negative impact of homelessness on their lives
- Assist people to access resources that can help with long term goals – if they choose

Rapid Re-Housing Doesn't:

- Eliminate Poverty
- Assure people will have affordable housing
- Protect people from impact of life losses, or bad choices
- Eliminate housing mobility

Resources

- [Organizational Change: Adopting a Housing First Approach](#)
- [Rapid Re-housing: Successfully Ending Family Homelessness](#)
- [Rapid Re-housing: Creating Programs that Work](#)
- [Alliance SSVF Blog with links to resources](#)

Contact Us

National Alliance to End Homelessness

– www.endhomelessness.org

Kay Moshier McDivitt –

kmoshiermcdivitt@naeh.org

Twitter: @60_kay